

21 MDG

**WELCOME!**

**COLORADO**

# Air Force Space Command

Guardians of the High Frontier

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## **21<sup>st</sup> Medical Group Healthcare Consumers Advisory Council 26H6A6**

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# HCAC Agenda



- Introductory remarks Col Allen
- Dental Squadron Ops Update Col Cardon
- Aerospace Medicine Squadron Ops Update Carlton Lt Col
- Medical Operations Squadron Ops Update Adams Lt Col
- Medical Support Squadron Ops Update Lt Col White
- Facility Projects Conner TSgt
- Pharmacy Update Karamarinov Maj
- Microbiology Implementation MSgt Maxwell
- Patient Advocate Zancanella Ms
- Questions/New Business Allen/All Col
- Closing Remarks Col Allen





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# ***Introductory Remarks***



**Colonel Mark  
Allen**

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# **21st Medical Group**

**21 MDC**

## **Mission**

**Conduct ever-improving medical operations with an expeditionary focus and community commitment**

**Vision**

**The Most Trusted Team of Medics Defending the Nation**

**Goals**

**Sustain Maximum Readiness Capability**

**Deliver Outstanding Healthcare Integrating Quality, Access and Cost**

**Provide a Safe and Healthy Environment**

**Medics Taking Care of Medics - Ensure They Get What They've Earned**



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**Colonel Paul  
Cardon**

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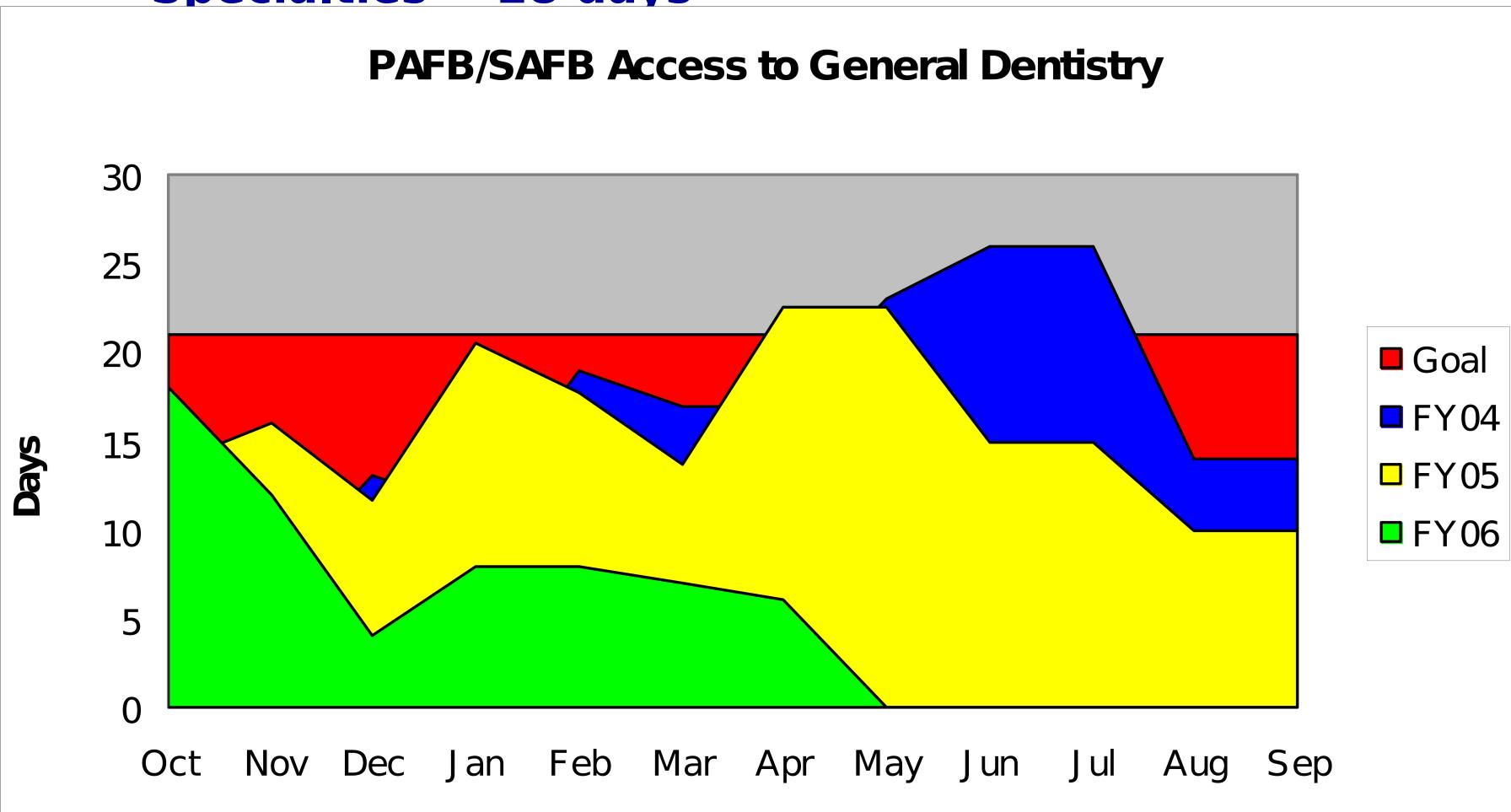


# Dental Sq Ops Update

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- AF Standards for Access to Dental Care
  - General Dentistry = 21 days
  - Specialties = 28 days

PAFB/SAFB Access to General Dentistry





# Dental Sq Ops Update

22d MDG

- **Electronic Dental Patient Satisfaction Surveys**
  - **Not same as Service Delivery Assessment (by phone)**
  - **Must have @\_\_\_\_.mil email address saved by clinic**
  - **Email survey sent to patients after clinic visit**
  - **Results of survey answers reported quarterly**
    - Satisfaction with clinic/care
    - Appt wait time
    - Helpfulness of front desk, etc.
  - **Comments available daily for review by clinic staff**



# Dental Sq Ops Update

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- **Confusion with email appointment reminders**
  - **Driven by web-based scheduling software application**
  - **All 21 DS patients viewed as *belonging to PAFB***
  - **Messages to scheduled SAFB, CMAFS patients remind of appointments 'at PAFB Clinic'**
  - **Unable to modify message based on unit of assignment**
  - **Feature being turned off for SAFB/CMAFS patients**
  - **Affects electronic Patient Satisfaction Survey access**



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***Lt Col Charles  
"Tuna" Carlton***

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# Aerospace Medicine SQ Ops update



22d MDG

- Recent Mump Outbreak and what it means to us in CO
- HAWC Update
- Deployment Issues / PDHRA update
- PIMR Update
- Flt Med





# Mumps Epidemiology



- Iowa experienced a large Mumps outbreak that began in Dec 05
  - Majority of cases occurred in ages 18-25
- **Additional cases in IL, IN, KS, MI, MN, MO, NE, and WI**
- **No Confirmed cases in Colorado as of 25 Apr 06**
- **Most states currently require 2 doses of Mumps vaccine for school-age children (usually combo vaccine-MMR)**
  - 1 dose gives 80% immunity; 2 doses gives >90%
- **Immunity is normally considered as:**
  - Born before 1957, or 1 dose of vaccine, or positive mumps titer
- **During outbreaks:**
  - **2 doses recommended for "At-Risk" groups:**
    - Individuals never vaccinated or never having mumps
    - Health Care workers (esp ER and Primary Care)
    - School-age children & students of post-high school educational institutions
    - Pregnant individuals will get a lab titer instead of vaccine
    - **Exception: only 1 dose if born before 1957**



# Mumps 101

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- **Mumps is a vaccine-preventable viral infection**
  - **Non-specific symptoms: fatigue, fever, headache, decreased appetite**
  - **Many patients develop tender swelling of salivary glands**
  - **Complicated cases can have painful swelling of many glands: salivary, testicles, ovaries, breasts, brain, and spinal cord**
  - **Transmission: Direct contact with respiratory droplets, saliva, or contact with freshly contaminated surfaces.**
  - **Incubation period: 16-18 days**
    - **Individuals are contagious 2-7 days prior and 9 days after onset of symptoms.**
  - **Individual treatment is aimed at controlling symptoms**



# Current 21 MDG/AFSPC Plan



- AFSPC identified 52 AD personnel from PAFB, SAFB, and CMAFS with unknown Mumps status
  - Contact units to get these individuals vaccinated
- Contact the AFCITA programmer to create a custom listing of mumps status with numbers of vaccines:
  - If evidence of spread to CO we may vaccinate "At-Risk" groups
    - 2 doses would be confirmed and/or administered for:
      - Health Care Workers first
      - Troops in the dormitories second
    - Documented history of Mumps disease or Mumps immunity (lab test/titer) will be accepted in place of the 2 dose requirement
    - Only 1 dose if born before 1957
    - Pregnant individuals will get a lab titer instead of vaccine
- Predict vaccine supply needs before and as the demand/situation changes
- Base paper article submitted and providers notified
- Positive mumps cases will be excluded from school/work (isolation) while contagious--Dorm residents should remain in their room



# Aerospace Medicine Sq Ops Update



- **19 May - HAWC/SVS are sponsoring Health/Fitness Fair**
  - **Location: Base Fitness Center**
  - **For more information call 556-1515**
  
- **24 May - HAWC/SVS are sponsoring a Retiree Lunch/Learn Workshop**
  - **Healthily Living will be discussed**
  - **Location Base Fitness Center**
  - **For more information/Reservations call 556-1515**



# Aerospace Medicine Sq Ops Update



## ■ Post Deployment Issues

- New DoD Post Deployment Reassessment (PDHRA) requirement
  - UDM will contact troops 90 days post-return to complete the DD2900 (PDHRA) online between 90-180 days.
  - PRP personnel have to complete the PDHRA in the MTF
  - MDG PDHRA monitors will monitor/review/track DD2900's via PIMR on daily basis

## ■ PIMR 21 SW currently at 86%

- Monthly UHM meeting - mandatory for all SQDNs
- QNFT will be incorporated in wing PIMR requirements

## ■ Flight Medicine Clinic - "Right Sizing" Empanelment

- DEC 2005 AF/SG memo clarifying empanelment rules for Flt Med.
- Determined by Flyers, Special Operational, and Dependents IAW 48-101
- 21 MDG is currently working plan to meet AF SG requirements and will
  - Meet with affected units to ensure seamless transition



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***Lt Col Michelle  
Adams***

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# Medical Ops Sq Ops Update



- Staffing
  - Family Practice
    - Anticipate 2 Family Practice providers in August (replacing Dr Young and Dr Herbert)
    - FP Nurse Practitioner, Ms Lisa Keith will start end of May
    - Interviewing for contract FP physician
  - Pediatrics
    - New PNP Stacy Dandridge will start 15 June; Ms Franke to PCS
- Events
  - Panama Humanitarian
  - AEF Deployment - May - Aug 06
  - Remodeling in Family Practice



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# **Medical Support quadron Ops Update**

**Lt Col Mark White**

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# Medical Support Sq Ops Update



- Pharmacy Changes/Improvement efforts
- Laboratory - Microbiology
- Facility Projects





AFSPC  
AFSPC



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**TSgt Buck Conner**

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# Facility Projects



- Many projects in the medical buildings

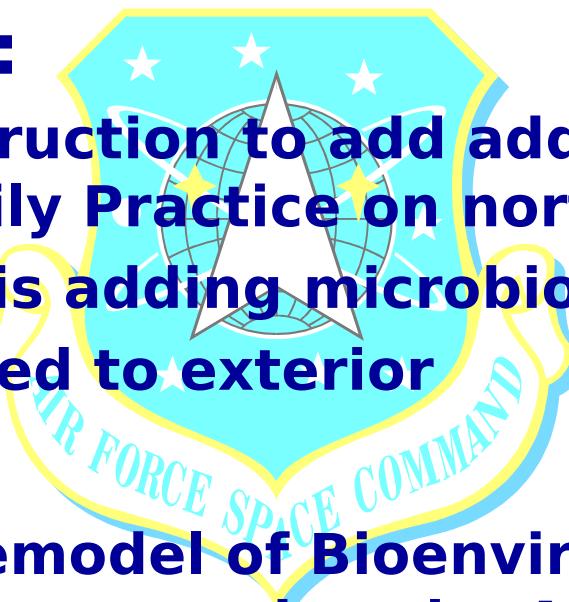
## Be Aware--Be Safe

- Main Clinic:

- Major construction to add additional 1500 sq feet to Family Practice on north side of building
- Laboratory is adding microbiology/interior work
- Gazebo added to exterior

- Bio Bldg:

- Complete remodel of Bioenvironmental Bldg, Bio Flight has moved to the APU





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**Maj. Karamarinov**

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# Pharmacy Improvement Efforts



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## ■ Internal Process Changes

- Narcotics/personnel

## ■ 3 Operational Windows

- Will enable us to use all resources available to us and keep the flow going

## ■ Q-Matic System

- Allows us to identify who's waiting

## ■ Point of Service

- Patient safety issue



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**MSgt Maxwell**

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# **Micro Biology Implementation**



**Furniture Installation: Start date: 19 April  
End Date: 30 May**

**IMPACT: Increased waiting time/Noise levels  
Re-location of Pt bathroom door**

**Micro Implementation Date: 1 June**

**Services Provided:  
Direct culture of Urine and Throat specimens  
--No longer sent to the AF Academy  
--Live update to provider on growth status of  
bacteria**



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***Margaret  
Zancanella***

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# Patient Rights & Responsibilities

## Why are they important to the 21<sup>st</sup> Medical Group?

- The 21<sup>st</sup> Medical Group staff is committed to providing quality health care in a safe, customer friendly environment.
- Key to Our Mission to
  - Conduct ever-improving medical operations with an expeditionary focus and community commitment
- Driven by our Vision to be
  - The Most Trusted Team of Medics Defending the Nation



# Customer Service Initiatives



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- Customer-Focused Service Training to Staff.
  - Uses Service Delivery Assessment (SDA) Comments to increase staff's empathy.
- Trained Patient Advocates throughout the 21 MDG to Respond to Concerns.
- On-line Resources:
  - Patient Rights & Responsibilities, Customer Comment Card, and Kudogram to Recognize "Above & Beyond" Customer Service.
  - [http://www.peterson.af.mil/21sw/21mdg/PatientAdvocate/patient\\_advocate\\_program.htm](http://www.peterson.af.mil/21sw/21mdg/PatientAdvocate/patient_advocate_program.htm)



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**Questions?**

**Colonel Mark Allen/All**

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**New Business**

**Colonel Mark Allen/All**

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# ***Commander's Closing Remarks***

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**Colonel Mark Allen**

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**Thank  
You!**

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